

Comparisons of Job Characteristics

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Office Clerks, General (43-9061)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 94

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Office Clerks, General (43-9061)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Clerical	7.3	20.8	14.7	<<	Extensive education and/or training may be required
Customer and Personal Service	11.3	14.7	15.5	0	Current knowledge level may be sufficient
English Language	11.2	11.9	11.0	0	Current knowledge level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Office Clerks, General (43-9061)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	11.5	11.2	0	Current skill level may be sufficient
Reading Comprehension	10.7	11.5	10.0	<	A higher skill level may be required
Service Orientation	7.9	8.7	11.0	>	Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 99

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Office Clerks, General (43-9061)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Clarity	10.2	10.7	10.1	0	Current ability level may be sufficient
Speech Recognition	9.9	10.3	11.2	0	Current ability level may be sufficient
Written Expression	9.8	9.8	8.7	<	Some improvement in abilities may be required
Number Facility	6.3	7.1	6.7	0	Current ability level may be sufficient
Mathematical Reasoning	6.3	6.7	6.4	0	Current ability level may be sufficient
Memorization	5.6	5.8	6.1	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Office Clerks, General (43-9061)

Work Activities	Exclusivity of Activity
Answer calls using switchboard	89
Arrange teleconference calls	78
Communicate with customers or employees to disseminate information	89
Develop travel itinerary	82
Distribute correspondence or mail	76
Enter time sheet information	82
Fill out business or government forms	42
Greet customers, guests, visitors, or passengers	63
Maintain appointment calendar	78
Maintain inventory of office forms	71
Maintain records, reports, or files	5
Maintain telephone logs	74
Maintain travel expense accounts	84
Operate business machines	68
Resolve customer or public complaints	54
Route multi-line telephone calls	85
Schedule meetings or appointments	68
Take messages	68
Transcribe spoken or written information	74
Type document from machine transcription	87
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1
Use telephone communication techniques	62

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 94

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Office Clerks, General (43-9061)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Call management systems or accessories	19
Computer data input devices	2
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Mail machines	51
Network applications software	1
Personal communication devices	2
Typing machines and accessories	25

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.